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DEPARTMENT OF CORRECTIONS
LANSING

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DIRECTOR

DIRECTOR'S OFFICE MEMORANDUM 2010 - 14

EFFECTIVE: April 1, 2010

DATE: March 31, 2010

TO: Executive Policy Team
Administrative Management Team
Wardens

FROM: Patricia L. Caruso, Director

SUBJECT: Outbound Electronic Messaging Services

Prisoners in Correctional Facilities Administration (CFA) have been allowed to receive electronic messages from members of the public, including family members, sent through a vendor approved by the Department (i.e., JPay) since January, 2009. Prisoners have not been allowed to send electronic messages.

The Department is currently implementing a pilot program which, when expanded state-wide, will allow general population prisoners and prisoners in protective segregation to send electronic messages to members of the public. This service is available at no cost to the Department. Prisoners will be required to purchase "postage" from JPay to use this service. Prisoners will not be allowed to initiate contact with a member of the public; a prisoner will only be allowed to send electronic messages to a person who first sent the prisoner an electronic message. A person may block receipt of electronic messages from a prisoner if s/he chooses to do so.

Prisoners will use kiosks installed in housing units or other designated areas within the institution to send electronic messages. The kiosks also will be used to retrieve electronic messages sent from members of the public. Inbound electronic messages will continue to be screened by JPay and staff prior to being transmitted to the kiosk but will no longer be printed by mailroom staff and delivered to prisoners except as set forth in this Director's Office Memorandum. (Staff who are registered users may send work-related electronic messages to prisoners; all inbound electronic messages from staff shall be printed and delivered to prisoners.) In addition, prisoners may use the kiosk to check their trust account balance as well as view recent transactions. Prisoners serving a toplock or "loss of privileges" sanction will not have access to the kiosk during the sanction period but may retrieve transmitted inbound electronic messages after the sanction period has been served. If printing services are available via the kiosk, the prisoner will be charged a fee established by the CFA Deputy Director to use this service.

Outbound electronic messaging services will not be available to prisoners in any form of segregation other than protective segregation or to prisoners in the Special Alternative Incarceration Facility. In addition, such services will not be available to prisoners housed in in-patient mental health units, the

Duane L. Waters Health Center, or residential treatment programs (including the Adaptive Skills Residential Program and the Secure Status Outpatient Treatment Program) unless approved by the CFA Deputy Director or designee. Inbound electronic messages will continue to be printed and delivered to prisoners who do not have outbound electronic messaging services available to them under this paragraph.

All outbound electronic messages are scanned for suspicious content, recorded, and archived by JPay. In addition, all outbound electronic messages are subject to monitoring by the Department and will not receive any special handling, regardless of to whom the message is sent, even if the message would qualify for special handling if sent through the mail. Any outbound electronic message that has been determined by JPay to include suspicious content shall be read in its entirety. An outbound electronic message that is determined to violate PD 05.03.118 "Prisoner Mail" shall not be transmitted to the recipient; in such cases, designated staff shall notify the sending prisoner that the message will not be transmitted and the reason for that decision. The prisoner is not entitled to a hearing to contest this decision.

Outbound electronic messaging through JPay, and use of the kiosk, is considered a privilege. Prisoners are required to comply with all of JPay's terms and conditions of use, including to not send content that is unlawful, obscene, or otherwise objectionable as determined by the Department or for a fraudulent or other inappropriate purpose. In addition, designated staff may block a prisoner from sending electronic messages if the prisoner sends electronic messages in violation of Department policy or for other reasons as approved by the CFA Deputy Director. Notice of the block shall be sent to the prisoner within a reasonable time after the block is initiated. If blocked, the prisoner may continue to correspond via the United States Postal Service in accordance with Department policy.

More detailed information regarding outbound electronic messaging services and use of the kiosk will be provided prior to implementation.

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